**Consumer Price Index**

835. SHRI SANJAY RAUT: Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

(a) whether Consumer Price Index number for different centres including Mumbai with 2001 as the base year has been released by the Labour Bureau;

(b) if so, the principles on which the linking factor for conversion of the new index series into 1982 series has been worked out; and

(c) whether the charge made by employers about the inflated linking factor has been critically examined by the Labour Bureau?

THE MINISTER OF STATE OF THE MINISTRY OF LABOUR AND EMPLOYMENT (SHRI OSCAR FERNANDES): (a) Yes, Sir.

(b) The linking factors have been worked out as per the methodology approved by the Technical Advisory Committee on Statistics of Prices and Cost of Living (TAC on SPCL) by using arithmetic conversion method, which are the ratios of the average monthly Consumer Price Indices for Industrial Workers with base 1982=100 to that of base 2001=100 for the latest 12 months (January 2005 to December 2005), preceeding January 2006; the month of introduction of new series.

(c) The Linking Factors worked out and released alongwith the index for conversion of new series indices on base 2001=100 and were thoroughly examined to ensure that these calculations were in accordance with methodology approved by the TAC on SPCL.

**Salary limit for ESI coverage**

†836. MISS ANUSUIYA UIKEY:
SHRI RUDRA NARAYAN PANY:

Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

(a) the limit of maximum salary upto which employees are covered under ESI;

(b) the number of employees covered by ESI presently;

†Original notice of the question was received in Hindi.

(c) whether there has been increase in the number of employees during the last five years; and

(d) if so, the State-wise details thereof during the same period?

THE MINISTER OF STATE OF THE MINISTRY OF LABOUR AND EMPLOYMENT (SHRI OSCAR FERNANDES): (a) The employees whose wages (excluding remuneration for overtime work) do not exceed Rs. 10,000/- per month are coverable under ESI Act, w.e.f. 01.10.2006. Prior to this date, the wage ceiling was Rs. 7500/- per month.

(b) As on 31.03.2006, 84,00,526 employees are covered under ESI Scheme.

(c) Yes, Sir.

(d) State-wise details are given in the enclosed statement.

***Statement***

*State-wise Details of Employees Covered under ESI Scheme*

| Sl. No. | State/U.T. | As on 31.03.2002 | 31.03.2003 | 31.03.2004 | 31.03.2005 | 31.03.2006 |
|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 1. | Andhra Pradesh | 502400 | 518600 | 525140 | 575100 | 628689 |
| 2. | Assam & Meghalaya | 31400 | 31150 | 31400 | 31750 | 46032 |
| 3. | Bihar | 29850 | 32750 | 31150 | 34350 | 36714 |
| 4. | Chandigarh | 30100 | 29200 | 27750 | 31950 | 33250 |
| 5. | Chhattisgarh | 29250 | 23150 | 23350 | 32950 | 38575 |
| 6. | Delhi | 494000 | 489150 | 499900 | 553900 | 634253 |
| 7. | Goa | 73150 | 70350 | 73550 | 81800 | 95322 |
| 8. | Gujarat | 440350 | 445650 | 440900 | 454500 | 484180 |
| 9. | Haryana | 349350 | 358550 | 387150 | 431450 | 472166 |
| 10. | Himachal Pradesh | 39350 | 37650 | 38250 | 39650 | 59203 |
| 11. | Jammu & Kashmir | 14700 | 14700 | 15300 | 17850 | 24814 |
| 12. | Jharkhand | 56500 | 59400 | 57850 | 72700 | 92492 |
| 13. | Karnataka | 628000 | 632150 | 654000 | 706900 | 831950 |
| 14. | Kerala | 333550 | 314900 | 311150 | 325700 | 355475 |

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|---|---|---|---|---|---|---|
| 15. | Madhya Pradesh | 237100 | 167050 | 167850 | 162200 | 190985 |
| 16. | Maharashtra | 1037550 | 1012350 | 1038800 | 1119950 | 1167702 |
| 17. | Orissa | 114300 | 112850 | 109600 | 117000 | 120333 |
| 18. | Pondicherry | 52300 | 47900 | 48550 | 55450 | 75000 |
| 19. | Punjab | 371150 | 353900 | 337900 | 354500 | 411627 |
| 20. | Rajasthan | 248850 | 239500 | 246300 | 275200 | 319677 |
| 21. | Tamil Nadu | 1063350 | 987700 | 988850 | 1020550 | 1122270 |
| 22. | Uttaranchal | 17900 | 21450 | 23700 | 22900 | 27089 |
| 23. | Uttar Pradesh | 429650 | 432300 | 435900 | 453000 | 516685 |
| 24. | West Bengal | 535250 | 568000 | 568000 | 598900 | 616043 |
| | TOTAL (ALL-INDIA) | 7159350 | 7000350 | 7082300 | 7570200 | 8400526 |

**Working conditions of employees in call centres**

837. SHRI PRASANTA CHATTERJEE: Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

(a) whether Government propose to conduct a detailed study on the working conditions of employees engaged in call centres; and

(b) if not, the reasons therefor?

THE MINISTER OF STATE OF THE MINISTRY OF LABOUR AND EMPLOYMENT (SHRI OSCAR FERNANDES): (a) and (b) V.V. Giri National Labour Institute, an autonomous society under the Minister of Labour and Employment is mandated to carry out research and training on labour related issues. Its faculty enjoys considerable academic freedom in selecting the theme and the subject matter of research projects. As per this practice a micro-level study relating to labour in Business Process Outsourcing was conducted by one of the Associate Fellows of the Institute. The study was conducted during 2003. The report of the study was based on the findings of the field survey conducted among 277 customer care agents from six call centers in Noida, Uttar Pradesh. That way the study was based entirely on the responses of call centre agents in a limited geographical cluster.